

Video Title: "Making a CPS Referral"

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| Image | Context | Spoken Word |
| <p>Gov. Chris Gregoire</p> | <p>Introduces the video.</p> | <p>Hi, I'm Chris Gregoire. I have the privilege of serving as your governor. It's a job that I take very seriously. But I have another job. I'm also a mother. And this is why I especially appreciate the opportunity to speak with you.</p> <p>I'm asking your help in protecting our state's children from abuse and neglect. All of us, every citizen in the state, must do all we can to keep children safe from harm. People who have close and frequent contact with children have an even greater responsibility.</p> <p>Most children have the good fortune of living in loving and caring families. However, some of our kids are not so fortunate. These children live in danger, and they need our help.</p> <p>Reporting child abuse or neglect is not an end, but a beginning. By reporting, we can take the first crucial step in getting kids the help they need.</p> <p>Many times, a phone call allows Washington's child protective services to provide assistance to families so they can meet the needs of their children. In these cases, we not only save a child, but we keep a family together.</p> <p>In other cases, children must be removed from harmful situations. When a child's safety is threatened, the endangered child is the primary person we must serve.</p> <p>If you suspect that a child may be abused or neglected, please contact child protective services or your local law enforcement agency. You can make a difference. You may save a life.</p> |
| <p>"Making a CPS Referral, a Guide for Mandated Reporters."</p> <p>Actual Video Begins</p> <p>Sepia tone.</p> <p>Old photographs.</p> | <p>History of Child Welfare in our nation told by unseen narrator.</p> <p>Narrator speaking.</p> | <p>In the United States, the first documented legal response to child abuse was in 1874.</p> <p>With no other recourse available, a social worker concerned for the safety of an eight-year-old girl turned to the New York Society for the Prevention of Cruelty to Animals for help.</p> |

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| <p>Text sequencing from historical documents.</p> <p>Images of neglected and abused children.</p> <p>Articles about child abuse.</p> <p>View of U.S. Capitol</p> | <p>Narration & dramatic instrumental music.</p> | <p>The society prevailed and so began the movement to protect children from abuse and neglect.</p> <p>Early in the 1900's, societies to protect children from abuse were formed in many states around the nation.</p> <p>Yet, for the most part, child abuse and neglect were loosely defined with little knowledge of its devastating effects.</p> <p>In the early 1960's, a small group of physicians became convinced that the only way to break the pattern of indifference and misunderstanding was to mandate certain professionals to report.</p> <p>Leading the effort, Dr. C. Henry Kemp, President of the Academy of Pediatrics, held a conference on the 'battered child syndrome'.</p> <p>Their work resulted in many states passing laws to protect children from physical harm.</p> |
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| Image | Context | Spoken Word |
| <p>Power Point Graphics</p> <p>Listing mandated reporters</p> <p>Map of the USA</p> <p>Laws that protect children, nationally.</p> <p>Man with 4 small children.</p> <p>Dr. examining young girl.</p> | <p>Narrator:</p> <p>List of those citizens who are considered to be mandated reporters of child abuse and neglect under the law.</p> | <p>It is the intent of the law that persons who are in a position to identify children at risk will make a report so that the need for protective services can be assessed. <i>Any</i> person may, in good faith, report suspected child abuse or neglect, but those required to report include:</p> <p>medical practitioners, meaning all licensed health service providers including: psychiatrists, psychologists, and dentists as well as nurses,</p> <p>professional school personnel,</p> <p>social services counselors and mental health therapists</p> <p>coroners, medical examiners and licensed pathologists,</p> <p>registered pharmacists,</p> <p>licensed or certified child care providers or their employees,</p> |

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| | | <p>juvenile probation officers,</p> <p>law enforcement,</p> <p>Department of Corrections employees who become aware of possible child abuse or neglect during the course of their employment,</p> <p>Department of Social and Health Services employees,</p> <p>Any adult who resides with a child suspected to have been abused,</p> <p>All employees and volunteers of the Office of the Family and Children's Ombudsman,</p> <p>All supervisors of non-profit and for profit organizations, and all Hope Center personnel.</p> |
| Depiction of a day care provider who suspects a child has been abused. African American caregiver and Caucasian child in home day care setting. | Caregiver monitors children and finds one has a wet top. In changing the child's top, the caregiver discovers bruises. | Day Care Operator: What do you have over there? Oh, my goodness, Sabrina... You're all wet... Why Don't we go change that shirt? |
| Continued scenes with day care provider and bruised child | Narrator: Discussion of law and expectations for mandatory reporters under the law. | If you are a mandated reporter of child abuse or neglect and you have reasonable cause to believe that a child has been abused or neglected, you must report, or cause a report to be made, to the proper law enforcement agency or DSHS. |
| Continued scenes with children who have been bruised. | . | Those who knowingly fail to make a report shall be guilty of a gross misdemeanor. |
| Graphic of organizational chart for school, etc. | Narrator: Makes the point that others within the organization may be tasked to make the actual call to CPS or Law Enforcement but you must still report your concern to that person. | Although your place of employment may have a reporting protocol that assigns reporting responsibility to the principal or other administrator, this does not waive your responsibility to report suspected abuse or neglect. You still need to ensure a report has been made. |
| Picture of WA. Capitol. | Narrator: The law is updated as needed to | The current child abuse reporting law in Washington state has been amended many times |

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| | meet the needs of a changing society. | <p>throughout the years.</p> <p>Its intent is to identify and protect children who are victims of child abuse and neglect.</p> <p>The law provides for investigations to determine if abuse has occurred and for services designed to protect and prevent further maltreatment.</p> |
| <p>Graphic: RCW 26:44.010</p> <p>Photographs of battered children.</p> | | <p>The purpose of the Washington State Child Abuse Reporting Law is to protect children who have been non-accidentally injured, sexually exploited or deprived of the right to minimal nurture, health, and safety by their parent, custodian or guardian.</p> <p>While the state respects the bond between parent or guardian and child, the state does assert the right to intervene for the general welfare of the child when there is a clear and present danger to the child's health, welfare <u>OR</u> safety.</p> |
| Pictures of parents and children. | Narrator draws the line between reasonable discipline and hurtful practices. | The state does not intend to interfere with reasonable parental discipline and child rearing practices that do not injure to the child. |
| Depiction of social worker with bio parent and children. | Demonstrates the role of the social worker in working with parents to solve problems | <p>Social Worker: So how are you doing?</p> <p>Mom: Doing OK.</p> <p>Social worker: How's your stress level?</p> <p>Mom: It's pretty high.</p> <p>Social Worker: How you doing?</p> <p>Little Girl: I'm OK.</p> <p>Social Worker: You're OK? How about Michelle?</p> <p>Michelle: Good</p> |
| <p>Power Point Graphics that list the types of abuse.</p> <p>Text: Types of child abuse.</p> <p>Photo of bite mark and bruises.</p> | Types of child abuse | <p>On average, CPS in Washington state investigates more than 40,000 allegations of child abuse and neglect per year</p> <p>There are several different types of child abuse.</p> <p>A physically abused child is one who has sustained non-accidental physical injury or injuries such as: bruises in an unusual area of the body, burns, fractures, bites, internal injuries, auditory, dental, ocular, or brain damage.</p> <p>Injuries sustained may be permanent or</p> |

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| | | <p>temporary.</p> <p>There is a wide range of sexual offenses in the Washington state criminal code involving children that constitute sexual abuse. These include: indecent liberties, communication with a minor for immoral purposes, sexual exploitation of a minor, child molestation, sexual misconduct with a minor, and rape of a child.</p> |
| <p>Sex Abuse text image of laws.</p> <p>Text : Child Abuse/Neglect.</p> | <p>Narrator stresses the serious effects of chronic neglect on child development.</p> | <p>Child neglect is far and away the most frequent type of maltreatment suffered by American children. Negligent treatment or maltreatment is an act or pattern of conduct that constitutes a clear and present danger to the child's health, welfare and safety and must be reported.</p> <p>Chronic Neglect has serious detrimental effects on children's cognitive development, social development, and the ability to form secure attachments with caregivers.</p> <p>Failure to seek medical treatment or exposing children to hazards can be considered neglectful.</p> |
| <p>Depiction of interaction between daycare provider and child as provider sees the extent of the child's injuries. Provider looks at arms.</p> <p>Provider locates the CPS Intake # on her desk and prepares to make the call</p> <p>Daycare provider makes the call while child holds doll.</p> | | <p>Day Care Operator: Okay, Sabrina let's take this wet shirt off of you.</p> <p>Sabrina: okay.</p> <p>Day Care Operator: All right, lift up. Upsy daisy. Sabrina, what happened to your arms?</p> <p>Sabrina: I don't know.</p> <p>Day Care Operator: Does this hurt?</p> <p>Sabrina: Yeah.</p> <p>Day Care Operator: But you don't know what happened to your arm?</p> <p>Sabrina: I don't know what happened.</p> <p>Day Care Operator: okay. all right. all right.</p> <p>Deciding whether or not to report suspected child abuse can be a difficult and confusing process, yet it is the most important first step toward protecting a child who might be in danger.</p> <p>A report does not necessarily constitute a proven fact – it is merely the raising of a question about the condition or state of a particular child.</p> <p>Reasonable suspicion based on objective</p> |

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| | | <p>evidence is all that is needed to report. That evidence may be your first-hand observation or statements made by a parent or child.</p> <p>Making a report can actually be the beginning of a process that can help parents learn to care and protect their own children.</p> <p>Local child protection authorities may differ with respect to the details they require to make a report...</p> |
| | | <p>Failure to seek medical treatment or exposing children to hazards can be considered neglectful.</p> |
| <p>Depiction of day care provider examining further bruising of child and questioning child as to what happened.</p> | <p>Child says they don't know what happened. Provider moves to make a call to CPS.</p> | <p>Daycare Provider: Okay, Sabrina let's take this wet shirt off of you. Sabrina: okay. Daycare Provider: Sabrina, what happened? Sabrina: I don't know.</p> |
| <p>Provider makes the call to CPS.</p> | <p>Shows the intake process at CPS at what information you should be prepared to give when making the call.</p> | <p>CPS Worker: CPS intake, this is Letti. How can I help you? Provider: I'm calling to report a suspected child abuse case. CPS Worker: All right. and how are you connected to this situation? Provider: I'm a family child care provider</p> |
| | | <p>... but there are certain elements of information that are almost universally included. Mandated reporters should provide their name to intake workers when making a report. This will provide documentation that the mandated reporter has made a CPS report.</p> |
| <p>Image of CPS worker writing information on a form.</p> | <p>Shows the difficulties professionals face when reporting.</p> | <p>CPS Worker: As the day-care provider, I'm going to need your name. Provider: I would rather not give my name. CPS Worker: I understand your concern. reporting anonymously does not meet the mandated reporting requirements though. Provider: My name is Cindy. CPS Worker: Cindy? Provider: Cindy Robinson. CPS Worker: Thank you, Cindy, and what is your phone number?</p> |

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| Telephone conversation and intake continue. | Narrator: | <p>Under most conditions, maintaining confidentiality is of minimal concern to mandated reporters because of their duty to report and potential liability for a failure to report.</p> <p>Although in most cases the reporter's name remains confidential, there are limits to this confidentiality.</p> <p>The intake worker will need as much information about the child as possible.</p> |
| Telephone intake continues. | Narrator: | <p>CPS WORKER: and the name of the child please. Provider: Her name is Sabrina Roland.</p> <p>At the very minimum, in order to conduct an investigation, CPS needs to be able to locate the child.</p> <p>Provider: she lives at 201...</p> |
| Telephone Intake continues. | | <p>CPS Worker: And the injury that you're reporting today? Provider: when she arrived in my program, I noticed that she had a red bruise on her right cheek.</p> |
| | | Information such as other children or adults in the home, and the names and addresses of the child's parents is requested. |
| | | Information regarding the circumstances of abuse and the identity of the suspected perpetrator are almost always requested. |
| Day care provider on phone. | | Provider: She had bruises on both of her arms, as if somebody had grabbed her. The bruises were like finger imprints left on her arm, about a month ago, I noticed that she did have bruises... |
| | Narrator: | <p>It is be helpful to include any other information about previous injuries or pertinent background data that might help the investigation.</p> <p>Mandated reporters should ask the intake worker for their name so the reporter can document</p> |

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| | | whom they reported the abuse to. |
| CPS worker on phone. | | <p>Provider: and who am I speaking with?</p> <p>CPS Worker: Letti Leland</p> |
| | Narrator: | <p>Documenting the information contained in a report provides a record for the mandated reporter and makes it unnecessary to remember exactly what he or she said in their report.</p> <p>While the report is being made, the intake worker begins a risk assessment.</p> <p>The allegations and other pertinent information are reviewed.</p> |
| <p>CPS worker on phone.</p> <p>Daycare provider with children in the background.</p> | <p>Narrator:</p> | <p>The CPS intake worker then determines if the allegation meets the legal definition of child abuse and neglect, and the level of risk to the safety of the child.</p> <p>Based on this risk assessment, the case may be assigned for further investigation. The reporter may ask whether the report will be investigated and what the expected time frame is for screening and investigation.</p> <p>CPS Worker: I will be sending it to the supervisor electronically for assignment and a copy will also go to law enforcement. Someone will be in touch with you to gather more information, and I just want to remind you that each incident of abuse and neglect constitutes a new report, so be sure and call us if you see any other bruising or neglect to this child.</p> <p>Provider: Okay. Thank you, good-bye.</p> |
| <p>Small boy walking unattended.</p> <p>Police officer approaches youngster, kneels down to assist child.</p> | <p>Narrator:</p> | <p>If the report were an allegation of abuse by a non-caretaker or is a criminal act, the Intake Worker would refer the caller to the appropriate law enforcement agency, or send a copy of the referral report to law enforcement, or both.</p> <p>Sometimes law enforcement requests assistance from CPS when they find children in an</p> |

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| Officer on car radio to CPS Intake. | | <p>extremely dangerous situation. Such as when a young child is found alone in an apartment or wandering down a street and the parents are unable to be located.</p> <p>Law enforcement may take a child into protective custody without a court order in emergent situations where there is a clear and present danger to a child's health, safety and welfare.</p> |
| <p>Police officer talks with intake worker.</p> <p>Male CPS intake worker at desk.</p> <p>Female teacher at desk.</p> <p>CPS worker.</p> <p>Teacher.</p> <p>Conversation between teacher and CPS Intake worker.</p> | | <p>Police Officer: If you could send somebody over to my location, I'll hold on to him until you get here. Okay, thanks.</p> <p>Intake Worker: So you think Steven is being neglected, tell me why you have those concerns.</p> <p>Teacher: I'm worried about Steven and the condition of his home. He showed up to school today very late and was hungry. He said his mom and dad woke up late. He's also very dirty and said he couldn't take a bath because the water doesn't work.</p> <p>Intake worker: Do you have any other concerns?</p> <p>Teacher: Well, I haven't known Steve very long, his family recently moved to the school district. I spoke to one of his former teachers, and she had similar concerns. She said he often came to school hungry and had hygiene problems. She also mentioned that he had problems with his teeth, but his parents never took him to the dentist.</p> <p>Intake Worker: Do you have any concerns about Steven's teeth?</p> <p>Teacher: I haven't heard him complain, but it looks like his teeth definitely could use some attention.</p> <p>Intake Worker: Have you spoken to his parents about this?</p> <p>Teacher: I've had very little contact with them.</p> |

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| <p>CPS Supervisor enters and speaks to Intake worker, discusses neglect history.</p> <p>Home visitor calls CPS Intake to complain about a biological parent feeding her children junk food.</p> <p>CPS worker replies that she cannot screen this report in</p> | <p>Narrator:</p> <p>Narrator:</p> | <p>I've called and left messages, but they rarely return my phone calls. The few times I have spoken with them, I arranged to have meetings, but they never seem to show up.</p> <p>Intake Worker: OK, based on this report I will send the referral to my supervisor for review. Would you like a follow up phone call from the assigned CPS worker?</p> <p>Teacher: Yes, please.</p> <p>Intake Worker: OK, I'll mark that you've requested a call back, thank you for your call.</p> <p>Teacher: Thank you, good bye.</p> <p>The cumulative impact of chronic neglect over time from a pattern of abusive or neglectful treatment can harm a child's physical, mental, or emotional development.</p> <p>CPS Supervisor: Hey Kevin, so what's up with this referral?</p> <p>Intake Worker: Well, I just got a call on Steven, and I checked the database and there appears to be a pattern of neglect here. There are 6 prior referrals in the last 2 years.</p> <p>The long-term inability or unwillingness of a parent or caretaker to provide for a child poses a risk of imminent harm to a child and should be reported.</p> <p>CPS Worker: Is there anybody else in the home?</p> <p>Home Visitor: No, just the mom and two kids.</p> <p>CPS Worker: Okay, Jerry, can I get your concerns?</p> <p>Home Visitor: Well, all they eat is just junk food. They just drink pop and eat chips.</p> <p>CPS Worker: What about breakfast and lunch?</p> <p>Home Visitor: Every time I do my home visits, all I see are fast food containers.</p> <p>CPS Worker: The kids are being fed, so we are not able to go out and do an investigation at this time. Even though the nutrition content is something that you wouldn't feed your kids, but the kids are being fed...</p> |
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| for investigation because the children are being fed. | | |
| Home visitor understands that the referral will be information only and that other community services should be offered. | Narrator: | If the assessment doesn't meet the legal standard of child abuse or neglect, the child may be referred to DSHS or community based services for assistance. These services might include the food bank, shelters, public health nurses or the community services office. |
| Conversation ends. CPS worker assigned to investigate the concerns of the daycare provider, calls to make an appointment to visit the child. | | <p>CPS Worker: I can certainly take down your concerns.</p> <p>Home Visitor: OK, thanks.</p> <p>CPS Worker: Thank you.</p> <p>CPS Worker: Hi, Cindy, this is Jeff Allen with children's services. I'm calling you regarding the referral that you made.</p> <p>Child Care Provider: I'm glad you called.</p> <p>CPS Worker: I was wondering if I could come out and meet with Sabrina, probably in the next hour.</p> <p>Child Care Provider: The children will be sleeping for about an hour, so if you come after that, that should be just fine.</p> <p>CPS Worker: That will be great. I'll see you then, thank you.</p> |
| CPS Investigator tells his supervisor that he is going out to see the child at the daycare. | | <p>When a case of child abuse is accepted, it is referred to a CPS worker for investigation</p> <p>Supervisor: Hi Jeff.</p> <p>CPS Worker: I'm going out on that day-care case.</p> |
| CPS investigator goes to the home daycare. | Narrator: | <p>Once a report has been filed, the law allows Child Protective Services access to all relevant records in the possession of mandated reporters and their employees.</p> <p>Child Protective Services and law enforcement are authorized by law and without parental permission to interview children wherever they are located and to photograph the child for the purpose of providing documentary evidence of a</p> |

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| | | child's physical condition. |
| CPS investigator talks with child who shows him her bruises. | | <p>CPS Worker: I noticed that you have a bruise on the side of your cheek. Do you have any other bruises?</p> <p>Sabrina: uh-huh.</p> <p>CPS Worker: Where might they be?</p> <p>Sabrina: On my arms.</p> <p>CPS Worker: Could you show them to me please?</p> |
| CPS worker talks with child's mother. In this case, mother is not the perpetrator of the abuse. | Narrator: | <p>The investigation is about determining the nature and extent of the abuse and neglect.</p> <p>Initially, the investigator will evaluate the child's condition, including their level of danger or need for medical attention.</p> <p>The investigation will include identifying the problems leading to or contributing to the abuse or neglect.</p> <p>CPS Worker: How is little Sabrina doing?</p> <p>Sabrina's Mom: She's actually doing quite well, better than I expected.</p> |
| <p>Child coloring with crayons while social worker and mother talking talk.</p> <p>Graphic: Emergent vs. Non Emergent cases</p> | Narrator: | <p>In an effort to protect the child, the worker will evaluate parental or caretaker responses to the identified problems and their willingness to cooperate.</p> <p>Based on this evaluation, the CPS worker will determine an appropriate action to protect the child.</p> <p>The worker will take into consideration factors that greatly increase the likelihood of future abuse or neglect, including assessing the family strengths that serve to protect the child.</p> <p>All reasonable efforts are made to assure that the child is protected from further harm.</p> <p>Cases assigned to CPS are classified as emergent or non-emergent based on the allegation, the risk assessment and the imminent danger to the child.</p> <p>Emergent means that a child is in imminent</p> |

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| | | <p>danger of being injured. Approximately 15 to 20 percent of all cases accepted for investigation are emergent.</p> <p>In these cases, the CPS Social Worker has 24 hours to respond and the child may be placed in protective custody by law enforcement if the child's safety cannot be ensured.</p> <p>Within 72 hours, the Social Worker may return the child to the parents, secure a voluntary placement agreement from the parents or file a dependency petition seeking a court ruling placing the child into the State's custody.</p> <p>Non-emergent cases are assigned to a CPS social worker who will respond within 72 hours of the report.</p> <p>Protective and other rehabilitative services for prevention and treatment of child abuse or neglect are provided by DSHS without regard to income.</p> <p>In the most extreme cases, children are placed in out-of-home placement. This may be with a relative or a foster home.</p> |
| <p>Images of social workers</p> <p>Images of courtroom.</p> | <p>Narrator:</p> | <p>Every effort is made to provide services for family reunification. When there is little or no hope of reunification, parental rights may be terminated through the court.</p> <p>This allows the child to be free for adoption or other permanency planning.</p> <p>As with any social issue, child abuse and neglect is a problem for the entire community.</p> <p>The collaboration of many resources are required to protect children.</p> <p>By reporting your concerns to CPS, you are not only fulfilling your obligation as a mandated reporter, but you may be the first step in saving a child from further harm.</p> <p>Please remember these points about making a CPS report:</p> |

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| <p>Image of phone book.</p> <p>Image of daycare provider calling CPS and recording the name of the Intake worker for her records.</p> <p>Image of a child and a parent on an outing.</p> | <p>Contact a CPS worker by locating the phone number in the State Government section under Social and Health Services Child Abuse Reporting. Or call 1-800-562-5624. Be prepared to give your name, profession and phone number. This provides documentation that you have met your mandated responsibility.</p> <p>If the abuse constitutes a criminal act, law enforcement will also be involved.</p> <p>The worker will ask for information about the child and the child's family. This will include the age of the child and the family's address. It is also helpful to provide information about other family members.</p> <p>Be as specific as you can about the suspected abuse or neglect.</p> <p>And finally, ask for the worker's name so it can be included in your case notes. This provides further documentation that you have filed a report.</p> <p>Children can be kept safer from abuse and neglect.</p> <p>Thank you for doing your part.</p> |
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